EV301024823US

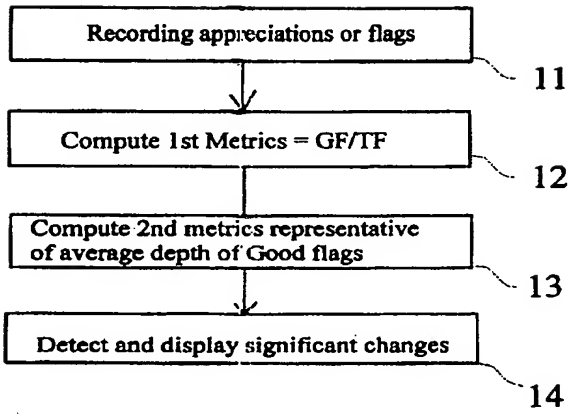

Fig. 1

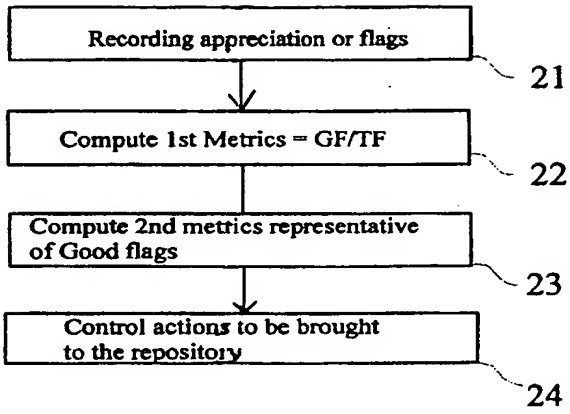
Recording appreciation or flags
21
Compute 1st Metrics = GF/TF
22
Compute 2nd mettics representative of Good flags
23
Control actions to be brought to the repository
24

Fig. 2

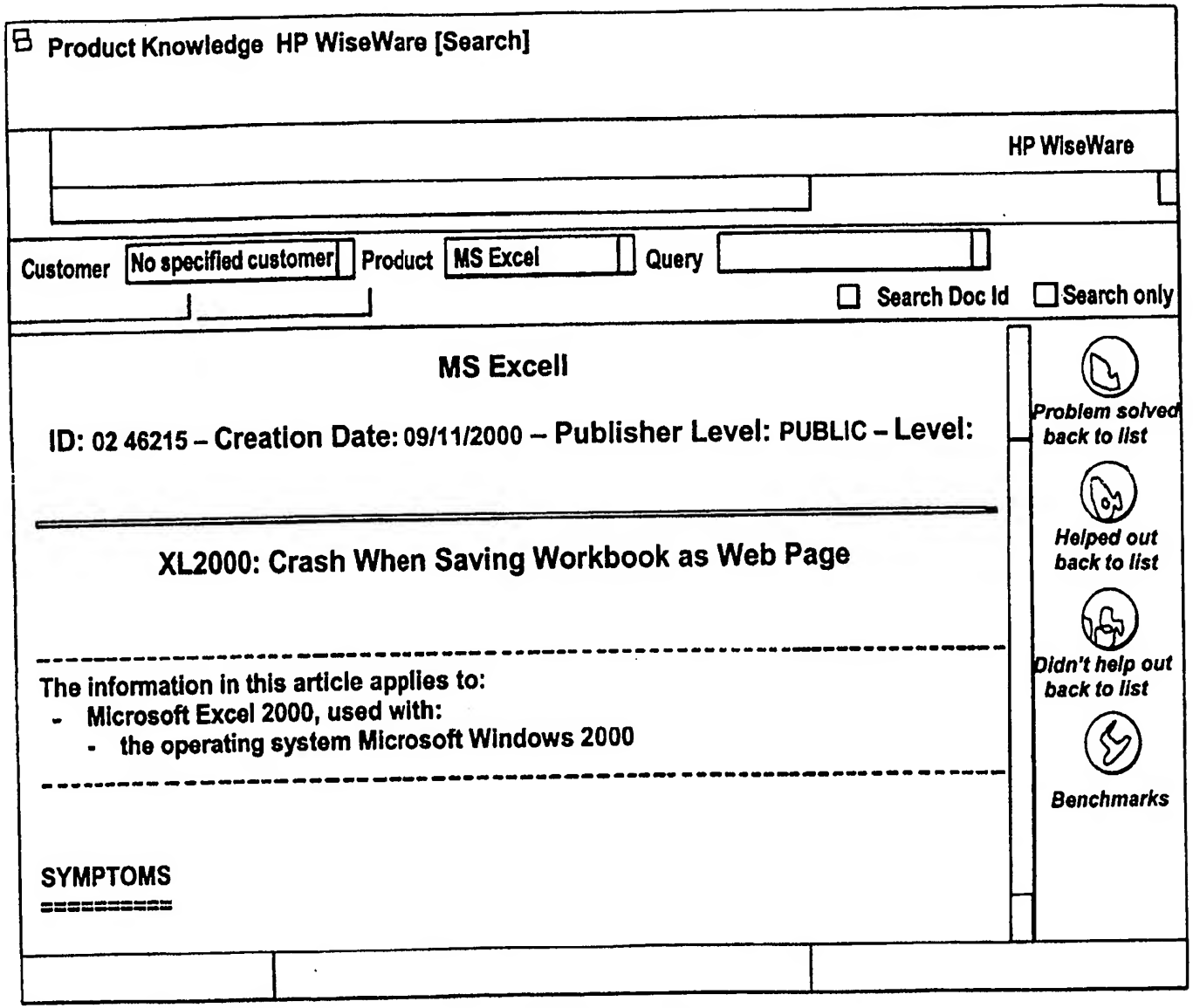
Product Knowledge HP WiseWare [Search]
HP WiseWare
Customer
No specified customer
Product
MS Excel
Query
Search Doc Id
Search only
MS Excell
ID: 02 46215 – Creation Date: 09/11/2000 – Publisher Level: PUBLIC – Level:
XL2000: Crash When Saving Workbook as Web Page
The information in this article applies to:
- Microsoft Excel 2000, used with:
- the operating system Microsoft Windows 2000
SYMPTOMS
==========
Problem solved back to list
Helped out back to list
Didn't help out back to list
Benchmarks

Fig. 3

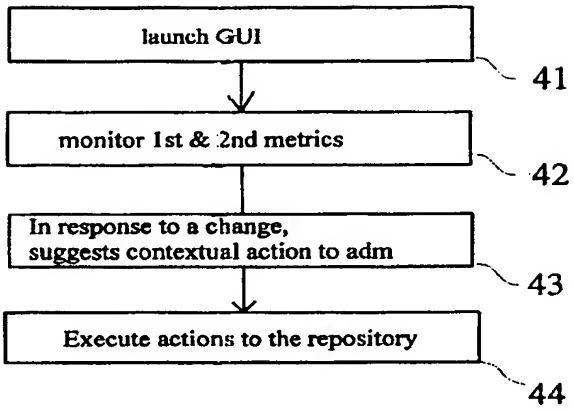
launch GUI
41
monitor 1st & 2nd metrics
42
In response to a change,
suggests contextual action to adm
43
Execute actions to the repository
44

Fig. 4

Document ID
(User ID, Access Rank, TimeStamp, FlagValue, TimeStamp ...)
(User ID, Access Rank, TimeStamp, FlagValue, TimeStamp ...)
(User ID, Access Rank, TimeStamp, FlagValue, TimeStamp ...)
(User ID, Access Rank, TimeStamp, FlagValue, TimeStamp ...)
(User ID, Access Rank, TimeStamp, FlagValue, TimeStamp ...)
(User ID, Access Rank, TimeStamp, FlagValue, TimeStamp ...)
Document ID
(User ID, Access Rank, TimeStamp, FlagValue, TimeStamp ...)
(User ID, Access Rank, TimeStamp, FlagValue, TimeStamp ...)
(User ID, Access Rank, TimeStamp, FlagValue, TimeStamp ...)
(User ID, Access Rank, TimeStamp, FlagValue, TimeStamp ...)
(User ID, Access Rank, TimeStamp, FlagValue, TimeStamp ...)
(User ID, Access Rank, TimeStamp, FlagValue, TimeStamp ...)
Access Rank captured and time- stamped – averages calculated for all users, single user, in predefined time window etc.
Flag Value (User's Annotation) captured and time-stamped – Ratios calculated for all users flags, for single user, for specified time window, product, etc

Fig. 5